

Appl. No. 09/400,030
Amdt. dated October 7, 2005
Reply to Office Action of April 7, 2005

Amendments to Claims:

This listing of claims will replace all prior versions and listings of the claims in the application:

Listing of Claims:

1. (Original) A system for receiving and distributing contacts of different media types to a plurality of workstations, comprising:
 - a queuing component, adapted to receive said different media-type contacts and maintain said contacts in a common queue while said contacts are awaiting routing to said workstations;
 - and
 - a routing component, adapted to route the queued contacts to said workstations based on designated criteria.
2. (Original) A system as claimed in claim 1, wherein:
 - said designated criteria includes at least one of criteria of said queued contacts and criteria assigned to agents operating said workstations.
3. (Original) A system as claimed in claim 2, wherein:
 - said designated criteria includes said criteria of said queued contacts and said criteria assigned to said agents.
4. (Canceled)
5. (Currently Amended) — ~~A system as claimed in claim 4, wherein:~~ A system for receiving and distributing contacts of different media types to a plurality of workstations, comprising:
 - a queuing component, adapted to receive said different media-type contacts and maintain said contacts in a common queue while said contacts are awaiting routing to said workstations;
 - a routing component, adapted to route the queued contacts to said workstations based on designated criteria; and

a media changing component, adapted to change a media-type of any of said media-type contacts to generate a changed media-type contact;

wherein said queuing component is adapted to enter said changed media-type contact in said common queue; and

wherein said routing component is adapted to route said queued changed media-type contact to at least one of said workstations.

6. (Original) A system as claimed in claim 1, further comprising:

a contact handling component, adapted to initiate an event at any of said workstations in response to said contact being routed thereto.

7. (Original) A system as claimed in claim 6, wherein:

said event includes at least one of ringing a telephone assigned to said any workstation and causing said any workstation to generate a display on its display screen.

8. (Original) A system as claimed in claim 1, wherein said contacts include at least one of the following:

a voice communication;

a facsimile communication;

an e-mail communication; and

data transmittable over the Internet.

9. (Original) A method for receiving and distributing contacts of different media types to a plurality of workstations, comprising the steps of:

maintaining said different media-type contacts in a common queue while said contacts are awaiting routing to said workstations; and

routing the queued contacts to the workstations based on designated criteria

10. (Original) A method as claimed in claim 9, wherein:

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said designated criteria includes at least one of criteria of said queued contacts and criteria assigned to agents operating said workstations.

11. (Original) A method as claimed in claim 10, wherein:

said designated criteria includes criteria of said queued contacts and criteria assigned to agents operating said workstations.

12. (Canceled)

13. (Currently Amended) ~~A method as claimed in claim 12, further comprising the steps of:~~ A method for receiving and distributing contacts of different media types to a plurality of workstations, comprising the steps of:

maintaining said different media-type contacts in a common queue while said contacts are awaiting routing to said workstations;

routing the queued contacts to the workstations based on designated criteria;

changing a media-type of any of said media-type contacts to generate a changed media-type contact;

entering said changed media-type contact in said common queue; and

routing said queued changed media-type contact to at least one of said workstations.

14. (Original) A method as claimed in claim 9, further comprising the step of:

initiating an event at any of said workstations in response to said contact being routed thereto.

15. (Original) A method as claimed in claim 14, wherein said event initiating step includes at least one of the following steps:

ringing a telephone assigned to said any workstation; and

causing said any workstation to generate a display on its display screen.

16. (Original) A method as claimed in claim 9, further comprising the step of:

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receiving said contacts as at least one of the following:

voice communication; facsimile communication; e-mail communication; and data transmittable over the Internet.

17. (Original) A computer readable medium of instructions for controlling a contact center to receive and distribute contacts of different media types to a plurality of workstations, comprising:

a first set of data, adapted to control said contact center to receive said different media-type contacts and maintain said contacts in a common queue while said contacts are awaiting routing to said workstations; and

a second set of data, adapted to control said contact center to route the queued contacts to said workstations based on designated criteria.

18. (Original) A computer readable medium of instructions as claimed in claim 17, wherein:

said second set of data is adapted to control routing of said queued contacts based on said designated criteria which includes at least one of criteria of said queued contacts and criteria assigned to agents operating said workstations.

19. (Original) A computer readable medium of instructions as claimed in claim 18, wherein:

said second set of data is adapted to control routing of said queued contacts based on said designated criteria which includes criteria of said queued contacts and criteria assigned to agents operating said workstations.

20. (Canceled)

21. (Currently Amended) ~~A computer readable medium of instructions as claimed in claim 20, further comprising:~~ A computer readable medium of instructions for controlling a contact center to receive and distribute contacts of different media types to a plurality of

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workstations, comprising:

a first set of data, adapted to control said contact center to receive said different media-type contacts and maintain said contacts in a common queue while said contacts are awaiting routing to said workstations;

a second set of data, adapted to control said contact center to route the queued contacts to said workstations based on designated criteria;

a third set of instructions, adapted to control said call center to change a media-type of any of said media-type contacts to generate a changed media-type contact;

a fourth set of instructions, adapted to control said contact center to enter said changed media-type contact in said common queue; and

a fifth set of instruction, adapted to control said contact center to route said queued changed media-type contact to at least one of said workstations.

22. (Original) A computer readable medium of instructions as claimed in claim 18, further comprising:

a sixth set of instructions, adapted to control said contact center to initiate an event at any of said workstations in response to said contact being routed thereto.

23. (Original) A computer readable medium of instructions as claimed in claim 22, wherein:

said sixth said of instructions is adapted to control said contact center to initiate said event which includes at least one of ringing a telephone assigned to said any workstation and causing said any workstation to generate a display on its display screen.

24. (Original) A computer readable medium of instructions as claimed in claim 23, further comprising:

a seventh set of instructions, adapted to control said contact center to receive said contacts which include at least one of the following:

a voice communication;

a facsimile communication;

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an e-mail communication; and
data transmittable over the Internet.

25. (New) A system for receiving and distributing contacts of different media types to a plurality of workstations, comprising:

a queuing component, adapted to receive said different media-type contacts and maintain said contacts in a common queue while said contacts are awaiting routing to said workstations;
and

a routing component, adapted to route the queued contacts to said workstations based on designated criteria;

wherein the queuing component comprises

a routing manager,

at least one of a proxy and a computer telephony integration (CTI) server to receive a contact and send a route request to the routing manager, the routing manager creating a contact object in response thereto, and

a route request broker to provide routing rules to the contact object depending on which of the different media types the contact is,

the routing manager determining at least one of routing skills and a campaign for the contact, providing the contact to a queue, and determining queue priority of the contact based on at least one of the routing rules, the routing skills and the campaign.

26. (New) A system as claimed in claim 25, wherein the queuing component is operable to receive and queue contacts of different media types simultaneously.

27. (New) A system as claimed in claim 25, wherein the proxy is selected from the group consisting of an automatic call distributor (ACD) proxy, an interactive voice response (IVR) proxy, a web proxy, a facsimile proxy, an e-mail proxy, and a voice over Internet Protocol (VoIP) proxy.

28. (New) A system as claimed in claim 25, wherein the routing manager stores a queue

time at which the contact was stored in a queue.

29. (New) A system as claimed in claim 25, wherein the routing manager determines at least one of an incremental frequency and a priority incremental rate for the contact.

30. (New) A system as claimed in claim 25, wherein the routing manager periodically reprioritizes contacts in the queue.

31. (New) A system as claimed in claim 25, comprising an agent manager to determine which of a plurality of agents can handle the contact in queue having highest priority.

32. (New) A system as claimed in claim 25, wherein the queuing component further comprises an agent JAVA interface.

33. (New) A system as claimed in claim 25, further comprising an administrative component for generating graphical user interface screens that allow a user to specify a campaign to which the contact can be assigned, generating corresponding campaign information, and providing the campaign information to the queuing component, the campaign information comprising at least one of campaign purpose, campaign results expected, selected campaign contact outcomes, results and reasons for corresponding campaign contact outcomes, data relating to a telecommunications switch handling contacts assigned to the campaign, assignments of extensions to agents, automatic call distributor (ACD) and routing point, ports that route the extensions, designated e-mail mailboxes, passwords addresses, response URLs for campaign internet use, contact types and priorities, customer types and priorities, and agent skills and routing.

34. (New) A method for receiving and distributing contacts of different media types to a plurality of workstations, comprising the steps of:

maintaining said different media-type contacts in a common queue while said contacts are awaiting routing to said workstations; and

routing the queued contacts to the workstations based on designated criteria
wherein the maintaining step comprises the steps of
 receiving a contact from at least one of a proxy and a computer telephony
integration (CTI) server,
 creating a contact object for the contact,
 providing routing rules to the contact object depending on its media type,
 determining at least one of routing skills and a campaign for the contact,
 providing the contact to a queue, and
 determining queue priority of the contact based on at least one of the routing
rules, the routing skills and the campaign.

35. (New) A method as claimed in claim 34, wherein the receiving step comprises
receiving contacts from two or more proxies selected from the group consisting of an automatic
call distributor (ACD) proxy, an interactive voice response (IVR) proxy, a web proxy, a
faxsimile proxy, an e-mail proxy, and a voice over Internet Protocol (VoIP) proxy.

36. (New) A method claimed in claim 34, wherein the step of determining at least one of
routing skills and a campaign for the contact comprises the steps of:

 specifying a campaign to which contacts can be assigned and generating corresponding
campaign information; and

 providing the campaign information to the queuing component, the campaign information
comprising at least one of campaign purpose, campaign results expected, selected campaign
contact outcomes, results and reasons for corresponding campaign contact outcomes, data
relating to a telecommunications switch handling contacts assigned to the campaign,
assignments of extensions to agents, automatic call distributor (ACD) and routing point, ports
that route the extensions, designated e-mail mailboxes, passwords addresses, response URLs for
campaign internet use, contact types and priorities, customer types and priorities, and agent
skills and routing.

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37. (New) A computer readable medium of instructions for controlling a contact center to receive and distribute contacts of different media types to a plurality of workstations, comprising:

a first set of data, adapted to control said contact center to receive said different media-type contacts and maintain said contacts in a common queue while said contacts are awaiting routing to said workstations; and

a second set of data, adapted to control said contact center to route the queued contacts to said workstations based on designated criteria;

wherein the first set of data is further adapted to receive a contact from at least one of a proxy and a computer telephony integration (CTI) server, create a contact object for the contact, provide routing rules to the contact object depending on the media type of the contact, determine at least one of routing skills and a campaign for the contact, provide the contact to a queue, and determine queue priority of the contact based on at least one of the routing rules, the routing skills and the campaign.